

SUMMER 2025

CHICAGO ADA NEWS

with Pace Suburban Bus



Public Hearings



on proposed changes to TAP and RAP programs

Pace is holding public hearings on the Regional Transportation Authority's 2025 ADA Paratransit Action Plan which proposes programmatic changes, including fare increases, for Pace's Taxi Access Program (TAP) and Rideshare Access Program (RAP).

Public Hearings Schedule

Lake County	Thursday July 24, 2025 3:30 pm - 5:30 pm	Waukegan Public Library Bradbury Room, Lower Level 128 N. County St. Waukegan, IL 60085
Will County	Friday July 25, 2025 2:00 pm - 4:00 pm	Joliet Public Library Burnham Meeting Room 150 N. Ottawa St. Joliet, IL 60432
McHenry County	Monday July 28, 2025 3:30 pm - 5:30 pm	Crystal Lake City Hall Council Chambers 100 W. Woodstock St. Crystal Lake, IL 60014
DuPage County	Tuesday July 29, 2025 2:00 pm - 4:00 pm	DuPage County JTK Administration Building Auditorium 421 N. County Farm Rd. Wheaton, IL 60187
Cook County	Wednesday July 30, 2025 1:30 pm - 3:30 pm	Mayor's Office for People with Disabilities Central West Community Center 2102 West Ogden Ave. Chicago, IL 60612
Kane County	Thursday July 31, 2025 4:00 pm - 6:00 pm	Kane County Government Center Auditorium 719 S. Batavia Ave. Geneva, IL 60134

Continued on the next page



Message from the Chicago ADA Advisory Committee Chairwoman:

Hello friends, welcome to Summer! Although it's been extremely hot these last couple of weeks with temperatures in the 90s, I trust you are finding creative ways to stay cool. The City of Chicago has set up Cooling Centers where you can go and find relief from the heat. To find a Cooling Center near you call 311, which is the city's non-emergency number. Stay on the line and an agent will assist you.

Now on to business, here are updates included in this issue of the newsletter:

- TripCheck
- Bikes and scooters on buses
- For those who use Pace's Taxi Access Program (TAP) and Rideshare Access Program (RAP), please note the proposed program changes highlighted in this newsletter. You may want to attend a public hearing or participate in the public comment process.

As always, please try to report all issues or communications to Pace the same day at 1-800-606-1282, option 2. Your input is important to making sure every rider's travel needs are met. Have a great, safe and cool summer!

Francine Bell
Chairwoman,
Chicago ADA Advisory Committee

Chicago events that may impact Pace's ADA Paratransit service this summer

Event	Dates	Location
Lollapalooza	July 31–August 3	Grant Park
Chicago Air and Water Show	August 16–17	Lakefront
Jazz Fest	August 28–31	Millenium Park
Taste of Chicago	September 5–7	Grant Park

Public Hearings — continued from cover page

PROPOSED CHANGES

- Increasing the TAP and RAP fares to \$3.25 (same as the current ADA Paratransit fare)
- Capping the number of TAP and RAP rides to 30 per month per rider
- Implementing free fixed route rides on CTA and Metra for ADA certified riders (Pace already implemented this change in 2024)

On June 12, 2025, the Regional Transportation Authority (RTA) adopted Ordinance 2025-26 approving an ADA Paratransit Action Plan, which includes proposed changes to the ADA Paratransit program to address the projected 2025 ADA Paratransit budget shortfall. In accordance with the RTA ADA Paratransit Action Plan, the RTA proposed the above programmatic changes for implementation in 2025.

Interested persons may obtain copies of any reports, resolutions, or certificates describing the basis upon which the fare increase was calculated by viewing RTA Ordinance 2025-26 and the RTA ADA Paratransit Action Plan, available at <https://www.pacebus.com/public-hearing-comments>.

Individuals wanting to offer comments on the topic(s) to be addressed at any of the public hearings may do so:

- at the public hearing;
- by submitting a completed Public Hearing Comments Form on Pace's website at <https://www.pacebus.com/public-hearing-comments>;
- by email to public.hearings@pacebus.com;
- by mail to Pace, 550 W. Algonquin Road, Arlington Heights, IL 60005 Attention: Community Relations Department; or
- by phone at (847) 354-7943.

Pace must receive comments by 5:00 p.m. on August 1, 2025, for the comments to be part of the official record of the public hearings.

Individuals with disabilities who require accommodations other than transportation and individuals who require translation into a language other than English are requested to contact Pace at (847) 364-7223 (Option 3) no less than five business days prior to the date of the public hearing they plan to attend.

For more information about the Public Hearings please visit [PaceBus.com/public-hearings-tap-rap](https://www.pacebus.com/public-hearings-tap-rap).

Pace ADA Advisory Committees

Pace's Chicago ADA Advisory Committee and Suburban ADA Advisory Committee were created pursuant to the RTA Act to represent the diversity of individuals with disabilities in the City of Chicago and the Metropolitan Region and to provide appropriate ongoing input from individuals with disabilities into the operation of ADA paratransit services. The committees serve in an advisory capacity to Pace staff on issues affecting people with disabilities. Each committee has up to fifteen members who meet quarterly in the months of February, May, August, and November. Please check Pace's meeting page for the latest schedule at [PaceBus.com/public-meetings](https://www.pacebus.com/public-meetings) or contact Pace at (847) 228-4229.

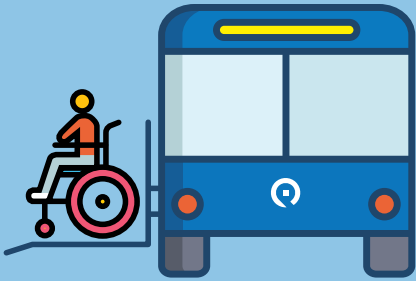
The public is invited to attend ADA Advisory Committee meetings in person or watch the meetings remotely at [PaceBus.com/streaming](https://www.pacebus.com/streaming). Rules for public comment can be found at: [PaceBus.com/rules-public-comment](https://www.pacebus.com/rules-public-comment). If you wish to offer public comment on an agenda item, please submit your name, the agenda item(s) on which you wish to offer public comment, and your comment(s) to: ADA.committee@pacebus.com no less than 24 hours prior to the start of the meeting.

Manage Your Rides with Paratransit TripCheck

With the TripCheck portal, you can view trip information, cancel trips, and opt in and out of email, text, and phone call alerts. To get started, visit www.pacebus.com/tripcheck and create a 'Profile.' With your 'My Profile,' you can get automatic email and text message alerts to include:

- Trip booking (sent when you book a trip)
- Trip cancellation (sent when you cancel a trip)
- Imminent arrival (sent 20 minutes before scheduled pickup time)
- Next-day itinerary (sent nightly with scheduled trips for the next day)

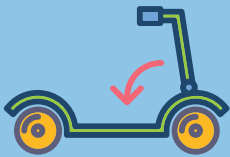
Customers can also request trip information from our system at any time. Learn more at: [www.PaceBus.com/tripcheck](https://www.pacebus.com/tripcheck).



Reminders on Bringing Devices Inside Paratransit Buses

Mobility devices such as wheelchairs, powered wheelchairs, and powered scooters with a seat are all allowed inside Pace's paratransit buses.

All other skateboards, electric bikes and scooters that fold to dimensions about the size of a suitcase can be brought onto paratransit buses if properly stowed and powered off. Any personal electric bikes or e-scooters that do not fold are not allowed inside Pace buses. Paratransit vehicles do not have exterior bike racks so bicycles or e-bikes cannot be brought onto a Pace paratransit bus.



Devices onboard the bus are subject to the following conditions:

- The bike or scooter cannot have a gasoline or alternative fuel engine. The bike or scooter must be folded prior to boarding and remain fully folded while on board.
- The bike or scooter must remain powered off for the entire time the passenger is on board.
- As in all cases of large objects, the bike or scooter should be stored between seats or behind a barrier and under the control of the passenger to ensure the safety of all passengers.
- Bikes and scooters and their components shall never be left unattended, discarded, or abandoned.


Any personal electric bikes or e-scooters that do not fold are not allowed inside Pace buses.

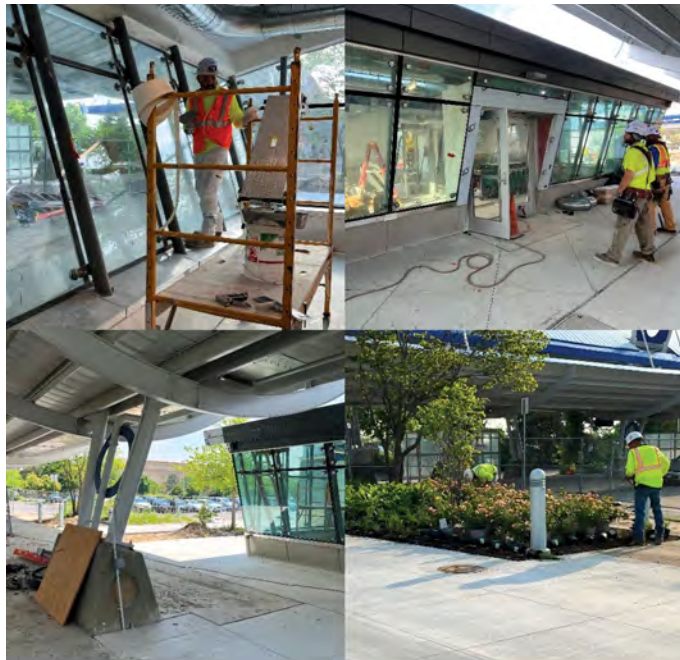
For rules related to devices on Pace's fixed route buses, see [PaceBus.com/BikesOnBuses](https://www.pacebus.com/BikesOnBuses).

CALUMET CITY TRANSFER FACILITY

The design drawings for our project to create an enhanced Calumet City ADA Transfer Facility in the south suburbs are nearly complete! We are tentatively set to go out to bid for the project later this summer with the goal of breaking ground and starting construction by the end of this year.


Like our ongoing work to upgrade the Northwest Transportation Center in Schaumburg, the Calumet City project will use capital project funding from the state's Rebuild Illinois program to create a new **ADA Paratransit transfer facility**, along with an indoor bus waiting area, restrooms for the public and operators, and additional parking.

Construction is anticipated to last about 12 months with the goal of opening the facility by end of 2026. We are looking forward to seeing this project begin and improving access for our riders! 



Northwest Transportation Center Transfer Facility Opening Soon

Ongoing work at the Northwest Transportation Center in Schaumburg to develop a new **ADA Paratransit rider transfer facility** and an additional building at the site continues. In recent weeks, landscapers added plants and shrubbery, pruned back trees, and mulched and watered plant beds. Workers also saw-cut asphalt and backfilled utility trenches around the new ADA building.

Electrical devices were installed within the restrooms and waiting rooms. The underside of the roof deck to the waiting room also was painted. Ductwork and piping and a final coat of paint also were applied on the hollow metal doors and frames. Workers added aluminum clad panels on the western wall at the north entrance and on the arched beams above the south roof. Pace expects to open this upgraded facility in August 



BOARD OF DIRECTORS

Richard A. Kwasneski
Chairman

Rachel Arfa
City of Chicago

Christopher S. Canning
*North Shore Suburban
Cook County*

Terrance Carr
Central Suburban Cook County

David B. Guerin
*North Central Suburban
Cook County*

Kyle R. Hastings
*Southwest Suburban
Cook County*

Thomas D. Marcucci
DuPage County

William D. McLeod
*Northwest Suburban
Cook County*

John D. Noak
Will County

Jeffery D. Schielke
Kane County

Erin Smith
McHenry County

Linda Soto
Lake County

Terry R. Wells
South Suburban Cook County

Melinda J. Metzger
Executive Director



© 2025 Pace Suburban Bus